GSA Networx Transition Update

June 24, 2009
Bulletin Nine

Introduction

This bulletin provides transition guidance information, transition progress, and status of issues related to the transition of services to the General Services Administration's (GSA) Federal Acquisition Service (FAS) Integrated Technology Services (ITS) Networx contracts.

Transition Status

As of this bulletin, Agencies have disconnected 18.2% of the services on FTS2001 contracts. The Taxonomy directs GSA not to reimburse any transition orders Agencies submit after April 1, 2010. Discussions to date affirm there is no intent to extend this deadline.

GSA produces reports of transition status on a government-wide basis as well as Agency-specific. The following describes the sources of data for these reports:

a) Percent Disconnected: The report on disconnects comes from the Transition Information Portal (TIP). Weekly, the FTS2001 contractors send the Transition Coordination Center (TCC) an update on services disconnected; in addition, the Networx contractors who also have FTS2001 contracts provide a quarterly report of all FTS2001 inventory with an indication of services that are disconnected. The TCC loads these reports into the Transition Baseline Inventory (TBI) to mark the appropriate records as disconnected. TBI then feeds these data to TIP. For Agencies who uploaded their own inventory into TBI, the Agencies' TMs report disconnects to the TCC for recording in TBI or have authorized the TCC to use the contractors' disconnect reports where possible. At any time, Agencies may use TBI to access their specific list of disconnected services and TIP to see their % disconnected.

b) FO and SOW status: GSA's Technology Service Managers (TSMs) are continually in contact with their Agencies' Transition Managers (TMs). The TSMs provide the TCC with weekly updates of any new status they receive from the TMs. It is imperative that Agencies' TMs provide accurate and current information as soon as it changes. Since Agencies are the single source of this information, they are directly responsible for its accuracy.

c) Designated Agency Representative (DAR) Administrator: When the Agency appoints a DAR Administrator, the Agency is to provide GSA's Networx program office with a copy of the appointment letter. GSA then records that appointment in TIP. Occasionally, GSA will become aware of Agency's activities that suggest it has appointed a DAR Administrator (such as Agency Hierarchy Codes (AHCs), registered or orders being placed), but GSA did not receive a copy of the appointment. In those cases, the TSM will follow up with the Agency to receive a copy of the appointment letter to record in TIP.

d) AHCs registered: After the DAR Administrator registers the AHCs with the Networx contractor the Agency selected, the contractor feeds those AHCs to GSA for loading into the billing system. A "Y" in this column on the status report indicates GSA has received registration of at

least one AHC for each of the Agency's AB codes used to track transition status (called "map codes").

e) Ordering: When Networx contractors complete orders, they provide GSA with Service Order Completion Notices (SOCNs), which GSA records in the Networx billing and inventory system. SOCNs for services transitioned from FTS2001 to Networx include a flag that indicates they are transition orders, and the billing and inventory system feeds transition SOCNs to TIP. A "Y" in this column on the status report indicates TIP contains at least one transition SOCN for the Agency.

Expediting Transition

The following are updates to efforts Bulletin Eight described for expediting transition:

a) Suspension of FTS2001 modifications: Effective June 15, 2009, GSA will no longer accept contract modifications for new or additional services under the FTS2001 contracts unless the Agency requests and obtains approval from GSA. Agencies should submit requests for exceptions to April Ramey at april.ramey@gsa.gov. GSA will not reject any modification an Agency customer requests.

b) Transition Working Group (TWG) meetings: GSA has resumed hosting meetings of the TWG. In accordance with the TWG charter, meetings are open to voting members and their alternates. Meetings focus on Agency-specific measures of transition progress, transition lessons learned, and exploration of opportunities to expedite transition; GSA uses issues Agencies report to the Networx Help Desk to create a list of topics. Therefore, if you have an issue with transition that your service provider is unable to resolve, GSA encourages you to report it to the Networx Help Desk.

GSA Assistance - For Networx-related questions and assistance contact GSA's Help Desk at 866-472-0274 or networx.support@gsa.gov or contact your TSM designated at www.gsa.gov/gam.

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